

# TACTICAL SOCIAL INTERACTION® TRAINING-THE-TRAINER

## 5 DAY COURSE

The researched-based student centered non-lectured Tactical Social Interaction® (TSI®) program has been demonstrated to enhance the student's ability adapt to and navigate culturally diverse environment, as well as complex social situations, while maintaining strong tactical awareness. It places "stranger encounters" in a context that allows for simple steps from the planning stages to encounter and disengagement. TSI® training enhances a student's self-awareness, analytical abilities, situation awareness, and interactive skills.

The TSI® curriculum is designed as a 5-day, 40-hour, student-led adult learning process that facilitates cognitive and psychomotor learning opportunities. It gives the student the ability to experiment with, demonstrate, evaluate, and teach back tools of effective Tactical Social Interactions®. The curriculum's content is based on seven behavioral competencies for successful social encounters and is delivered using ill-structured problems, a team-led design with small student's units, student teach-backs, and community engagement pieces in which students observe and strategically engage in social encounters in a public setting while maintaining situational awareness.

The course material is designed around performance objectives for the seven competencies that have been determined through an extensive research process to be the basis for successful interactions with strangers. The student receives reading materials related to the competencies, works through activities that require comprehension and demonstration of the competencies, uses the competencies to approach real strangers in a public setting, and teaches the competencies back to other students. These competencies are the following:

- Pre-Planning
- Observe/assess
- Contact
- Engage
- Self-Control
- Adapt
- Disengagement

The competencies cover a wide range of abilities - everything from emotional and cultural intelligence, bias, and mental rehearsal methods, to surveillance, body language reading, and force de-escalation.

# INTERACTIONS AND PERCEPTIONS

**2 DAY COURSE**

The author's of the Interaction and Perceptions combined the strategic interaction program and implicit bias trainings into the Interaction and Perceptions training allowing for the understanding and identification of personal biases to act as a foundational component of accurate and effective pre-planning and observation/assessment of the self and others prior to engaging in an encounter. It also provides relevant context for debriefing interactions with civilians, focusing on how personal background and innate assumptions can frame encounters or influence vital decision making, and how adaptation to biases during encounters can increase accuracy and improve interactions with citizens.

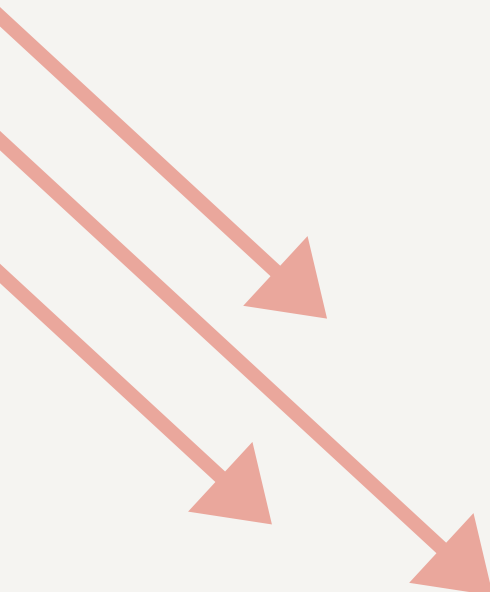
This course is a non-lecture, highly facilitative course that takes the student from the classroom to the Community for interaction and practice. All facilitators must complete a train-the-trainer program to facilitate this course.



# DE-ESCALATION FOR FRONT-LINE SERVICE PROVIDERS

4 HOUR COURSE

The De-Escalation - For Front-Line Service Providers is focused on those service providers that meet and greet the customers first. The course was developed using the research from the Tactical Social Interaction research and trains in situational/social and self-awareness and interaction abilities. The student is given the knowledge to enter into any encounter successfully, engage strangers or co-workers productively and safely, adapt and recover to a given behavior, and disengage effectively.



Behavior Outcomes:  
De-Escalation knowledge and skills  
Self-awareness  
Situational awareness  
Emotional and cultural intelligence  
Interactive and adaptation  
Leadership and confidence

# SITUATIONAL FRONTLINE LEADERSHIP

**2 OR 3 DAY COURSE**

It's a fact. One of the hardest managerial jobs is frontline management. You are asked to deliver on expectations that have been established by people above you. And, to do that effectively, you must engage multiple individuals on the frontline. Individuals operating with a unique combination of abilities and needs, professionally and personally, to perform their jobs.

Bridging the gap between corporate expectations and delivered results requires a special skill set that blends goals with ongoing communication and understanding. Based on our highly successful Situational Leadership®II Model, Situational Frontline Leadership shows frontline managers how to diagnose individual situations and employ core communications skills to partner for performance.

Participants practice and use these skills in real time with their direct reports. It teaches them how to build people, trust, and teamwork. After training, you will have effective frontline managers who know how to provide clear direction, listen actively, give feedback, and show confidence in their people, spanning the difference between what is and what could be for each employee and the company.

# SITUATIONAL LEADERSHIP® II

**1 DAY COURSE**

Consider this. Every hire and every promotion you've made was based on talent. Placing the right individual in the right job to move your company/organization forward. Advancing talent in your organization is imperative to your long-term success. And theirs. But talent doesn't always include the ability to lead. To motivate. To inspire greatness in other. To be magnificent.

We know leadership. We've been fostering it for years. Now you can tap into the program that has studied, defined, and cultivated some of the greatest leaders in any industry you can name. It's called Situational Leadership® II (SLII®).

SLII gives your company a shared process, language, and model for building leadership. It is a program customized to your employees' individual goals and your corporate goals. SLII® teaches leaders to do more than just respond to predictable situations through memorized skill application. It teaches leaders to analyze, diagnose, think, and apply leadership concepts effectively in any situation.

# BUILDING TRUST

1 DAY COURSE



*Trust can be hard to earn and easy to lose.*

So, what can organizations do to develop trust between leaders and the people they work with? The level of trust employees have with colleagues or a leader determines how well they work together, listen to one another, and rely on each other to get things done. In fact, the primary factor affecting employee turnover is whether or not a trusting relationship was developed between the manager and the employee. Yet many people are unaware of the actions that build or erode trust. While almost all employees consider trust in the workplace to be important, only 39 percent of US employees say they trust the senior leaders at their firms.

Based on the Building Trust Model™, Blanchard's Building Trust program teaches people how to build trust and, if it's been broken, how to repair it. The model is easy to learn, easy to remember, and most importantly easy to use on the job. The elements of trust (ABCD) form a common language for people to talk about trust without fear. By using the Building Trust Model, individuals are able to look at their relationships and focus on the aspects of those relationships that need repair. Understanding what behaviors lead to high trust is the first step in developing higher trust with others.

# LISTENING

## 1 DAY COURSE

Better listeners make better leaders. They know what to listen for and how to translate that into meaningful action to influence change and engage employees in the agency's mission. Their teams feel more valued, invested, and committed because they feel heard.

Our half-day listening program is based on Five Fundamentals of Proactive Listening and teaches the communication skills needed to build trust through better listening. When put into practice, these simple methods can reduce workplace stress and promote self-reliant problem solving.

### Fundamentals of Proactive Listening

1. Attend to Nonverbal Behaviors
2. Ask Questions
3. Reflect Feelings
4. Paraphrase
5. Summarize



# GIVING FEEDBACK

## 1 DAY COURSE

It happens to everyone. You try to give constructive feedback, but your comments are misconstrued and now someone is unhappy. Let's face it—providing feedback in a way that enhances relationships does not occur naturally. To give effective feedback you need to develop some very specific communication skills. Feedback is a critical element in coaching and developing others. In the Blanchard half-day Giving Feedback program you can learn to:

- Know when and how to give feedback
- Understand the differences between feedback that provides choice and feedback that judges
- Provide feedback that enables others to take responsibility for their own development
- Encourage or discourage behaviors that improve performance
- Provide feedback across the four Situational Leadership® II styles

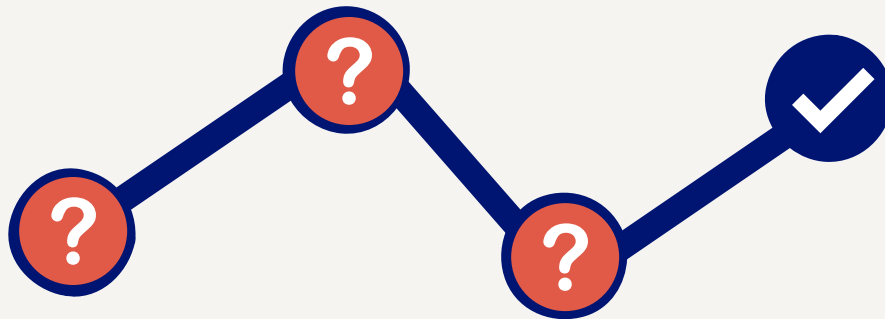




# GOAL SETTING

## 1 DAY COURSE

Most organizations have some sort of goal setting process—SMART goal setting has been around for years. But goal setting has just gotten smarter as Blanchard’s innovative and cutting-edge approach integrates tried-and-true techniques with the latest science of motivation. Finally, people have a way to frame organizational imperatives into goals that are more meaningful and personally relevant. These goals are truly SMART, but not in the traditional way. Not only are people more likely to achieve the goals they set, but they will also find themselves with more energy and satisfaction in pursuing those goals.



Goal setting can be a daunting and confusing endeavor, whether it’s writing goals for ourselves or managing others through the process. This session provides a context for goals, helping people understand the importance of examining levels of specificity, from general key areas of responsibility to more specific tasks and action plans. Goal setting is not an exact science. It is an iterative process. Participants might find themselves taking a goal statement and refining it until it clearly defines their desired outcome. We ask them to trust the process, because their hard work will pay off.

Blanchard’s Goal Setting program is a fun and innovative experience that provides participants with the skills needed to set effective and powerful goals, which will take them a long way to embracing the practice. The benefits of goal setting they identify early on in the session will multiply as they discover more along the way.

# CHALLENGING CONVERSATION

## 1 DAY COURSE

With organizations having to adapt to a constantly changing world, the capacity to have effective conversations is more important than ever. Whether the topic of your conversation is delivering a difficult message, giving tough performance feedback, or confronting insensitive behavior, the reticence most of us feel about having challenging conversations can be overcome.

Challenging Conversations covers all of the most challenging, intense, and emotionally charged types of conversations. Using a flexible five-step model, participants use work examples to practice new skills and have ample time for personal reflection on issues they face in their daily lives. These include speaking up without alienating the other person and being able to listen even if you are triggered by what you hear.

### 5 Steps:

**S** State concerns directly

**P** Probe for information

**E** Engage with listening

**A** Attend to body language

**K** Keep forward focused

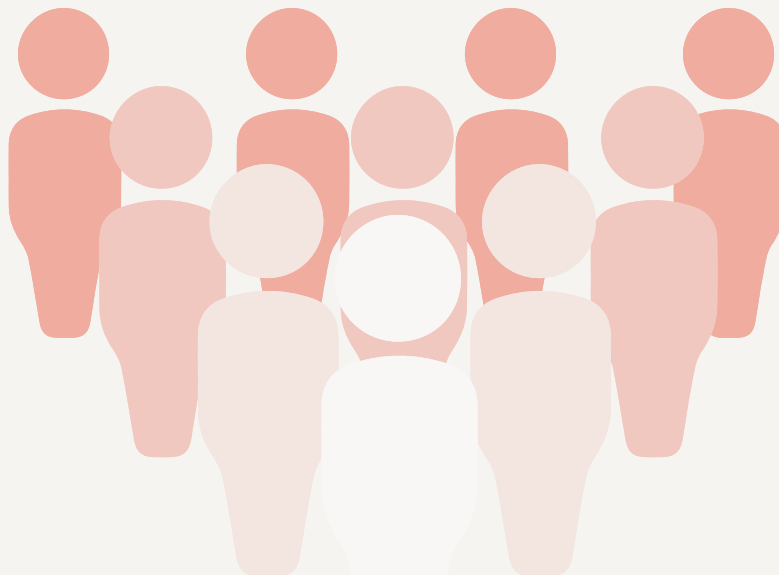


# LEADING PEOPLE THROUGH CHANGE

Organization change is inevitable. New opportunities, new products, and new business initiatives are exciting endeavors that also signal change and disruption. Most of these change efforts require significant adjustments in how large numbers of people get work done. Change is never easy, and roughly 70% of change efforts fail or are derailed, which can lead to low productivity and morale, unmet expectations, wasted time and money, and increased employee turnover. Leaders need the buy-in and commitment of the people who are being asked to change.

Our research and real-world experience have shown that people go through predictable stages of concern during change. In addition, most change efforts are unsuccessful for predictable reasons. This predictability allows leaders to be proactive and minimize the risks associated with change.

Leading People Through Change® teaches leaders how to identify and address the typical stages of concern that employees go through, as well as how to use the appropriate strategy and behaviors to resolve the concerns. The model that is presented in this program can be applied to all types of change efforts, including mergers and acquisitions, business process reengineering, sales force expansion, and technology implementations.



# DISCOVERING SELF AND OTHERS

## 1 DAY COURSE

Whether you realize it or not, your behavior fits predictable patterns. The way you respond to your environment, the way you react to people, what your view of the world is, and what the energy you bring to work each day is usually follow patterns that become obvious when you know what to look for.

At the heart of this program is the cutting-edge DISC Profile Assessment, a powerful tool for people to understand themselves. With the unique Self Assessment and Observer Assessment, it provides a comprehensive view of how individuals interact in everyday situations. The observer feedback section uses data from up to 25 others and is displayed through graphs to demonstrate trends from various settings (work, family, and social). No other assessment on the market provides this level of feedback or enables more in-depth interpretation and validation of one's DISCposition. The goal is to understand behavior in order to enhance work relationships.

In the DISCovering Self portion of the program, you learn to observe yourself objectively. You receive the tools and insight necessary for self-observation, and a model to help you make sense of what you learn. In the second part of the program, you will learn to apply these tools and insights to DISCovering Others—not in an attempt to label, but to understand, appreciate, and better respond to people.

# COACHING ESSENTIALS®

1 DAY COURSE

Coaching is the single most important managerial skill that separates a highly effective manager from the rest. The problem is, most managers don't understand how critical coaching is for the development, growth, and performance of their people. Because they don't know how to use coaching in their leadership style, their employees stay stuck on projects, becoming discouraged and demotivated.

We know how frustrating it can be when your managers aren't developing their people as effectively as they could be. Your managers deserve training that will deepen their leadership skills, so they can better accelerate the development and performance of those they lead.

Coaching Essentials®, authored by Blanchard Master Certified Coaches, teaches managers how to use coach-like behaviors so that productivity goes up, teams are more unified, and the company performs better overall. Our program embraces the tried-and-true coaching competencies as defined by the International Coaching Federation; our expert authors have spent more than 20 years mastering the language and practices that make these methods immediately useful.

## *Coaching Skills:*

Listen to Learn  
Inquire for Insight  
Tell *Your* Truth  
Express Confidence

# SELF LEADERSHIP

## 1 DAY COURSE

What is the most crucial requirement for the success of initiatives throughout an organization? According to the latest research, successful initiatives depend on the proactive behavior of those on the front line, the people implementing the initiatives—individual contributors.

Imagine how resilient your organization could be with people who have the skills and self-confidence to diagnose their situation, accept responsibility, and hold themselves accountable for taking action. The truth is, people want to be engaged, make meaningful contributions, and be appreciated. But not everybody realizes that they are in the driver's seat of their professional lives. Not everybody has the skills necessary to be proactive.

Self Leadership teaches individuals at all levels the mind-set and skill set to proactively achieve their goals and produce organizational results.

### *Benefits:*

1. Challenge constraints
2. Activate Power
3. Take initiative
4. Be Proactive

# MENTAL HEALTH FIRST AID®

**1 DAY COURSE**

*MENTAL HEALTH FIRST AID USA IS AN 8-HOUR TRAINING TO TEACH PARTICIPANTS HOW TO HELP SOMEONE WHO IS DEVELOPING A MENTAL HEALTH PROBLEM OR EXPERIENCING A MENTAL HEALTH CRISIS . THE EVIDENCE BEHIND THE PROGRAM DEMONSTRATES THAT IT HELPS TRAINEES IDENTIFY, UNDERSTAND AND RESPOND TO SIGNS OF MENTAL ILLNESSES AND SUBSTANCE USE DISORDERS. OUR INSTRUCTORS ARE CERTIFIED IN ADULT, HIGHER EDUCATION, PUBLIC SAFETY, AND VETERANS AND THEIR FAMILIES MODULES.*



**MENTAL  
HEALTH  
FIRST AID®**